

Pamela B Wallace, Andrew L. Krupp  
168 Cloverport Avenue  
Rochester Hills, Michigan  
48307

RE: Improper Shut Off Hearing  
DTE Energy Customers

Written Testimony

January 16, 2018

Dear Representative and Energy Policy Committee,

We understand that the House Energy Committee is doing inquiry into the shut off practices of our utility company DTE Energy relating to the acceptance of smart/opt-out/advanced meters. We are submitting a timeline below of notices between Pamela Wallace and DTE energy as our testimony for your review.

You will note that in a number of letters DTE threatened the shut off of our electrical power. You will also note that DTE did shut off our power even though both we and our doctor made them aware of our need for a medical accommodation due to Pamela's documented medical condition on several occasions, to which the utility never responded. It should also be noted that DTE also refused to discuss Pamela's health condition and need for a medical accommodation or participate in mediation regarding the issue with Oakland Mediation Center and Pamela Wallace in hopes of resolution in October 2016 despite a number of requests.

As legislators you should know the incredible stress that this situation placed on our family and many families, in our own case, as you can see it went on for many years. DTE's refusal to acknowledge the documented medical needs of their customers and provide them appropriate medical accommodations when proven necessary is unfathomable. Customers should not have to choose between their health and their electricity, a necessary resource. A number of states provide their residents with analog opt-outs and analog meters continue to be available for purpose on line. Currently both the utility and the MPSC are operating out of their legal scope by making medical determinations regarding the safety of their meters in cases where customers have documented medical conditions. The opinions of the utility and MPSC differ from the medical opinions rendered by personal physicians who are licensed to practice medicine in the state of Michigan, this is a significant concern and one that needs to be remedied, immediately. The behavior from the DTE speaks to a company that is unconcerned with meaningful oversight. It is our hope that you will put the necessary safe guards into place that remedy this matter in our state for the safety and well being of our residents.

Enclose are supporting letters, photos and video (to representative Glenn) for documentation.

**Timeline of Events:**

Enclosed-Letter dated November-1-11 from DTE to Pamela Wallace. In summary stating that DTE was planning to install advanced meters in our area.

Phone Call: November 11<sup>th</sup> 2011 Pamela Wallace to DTE. In summery told them that we are unable to have a smart/opt-out/advanced meter on our home and would need medical accommodation due to Pamela's documented health condition that makes her physically sensitive to the effects of all wireless technologies and electrical devises with switch mode power supplies. When unable to control and mitigate exposer, Pamela experiences chronic physiological symptoms that prevent her from being able to function normally in her daily living causing a functional impairment. She has had to make a number of modifications in her home/life to preserve her health and well being. These include all wired, phones, computers, no cell phone, microwave, limited times in any wireless environments, not using electrical devises such as heating pads, etc. We were told that we were able to go on record with DTE as refusing a smart/opt-out meter and were given reference number #100140472. In addition, we posted this same information near our meter for DTE's reference.

Enclosed- Certified letter date June 28, 2013 from Pamela Wallace to DTE. In summary the letter further stated concerns about the health safety of smart/ opt-out meters.

Enclosed-Letter dated July 25<sup>th</sup>, 2013 from DTE to Pamela Wallace. In summary the letter stated that the MPSC has approved their opt out meter and asked us to enroll in the opt-out program. The letter stated that if we did not contact them to enroll in the program, that they would proceed with the installation of a new advanced meter. We received this letter in later August upon return from our vacation.

Enclosed-Certified letter dated September 5, 2013, from Pamela Wallace to DTE. In summary the letter explained Pamela's medical condition, our reference number for refusal of the meters and stated that for health reasons we would not be able to accept a smart/opt-out meter. We stated that Pamela's physician was preparing information/documentation for DTE regarding her heath condition. We stated again that we needed to retain our well functioning analog meter and offered to pay the \$9.80 fee to do so and we also offered to do our own meter reading for the company (legal in Michigan.)

Enclosed-Certified letters dated September 12, 2013 from Pamela Wallace and Dr. Laura Kovalcik to DTE. In summary Dr. Kovalcik's outlined Pamela's health condition. In her letter, Dr. Kovalcik stated her professional medical opinion that Pamela "could not tolerate a smart or advanced meter on her home or work place

and must be allowed to retain use of an analog meter." In the letter Dr. Kovalcik also expressed in writing that DTE could call her at any time with any questions pertaining to Pamela's health condition. DTE did not contact Dr. Kovalcik.

Enclosed-Letter dated January 29<sup>th</sup>, 2014 from DTE to Pamela Wallace. In summary the letter stated that we had recently contacted them and they understood our concerns. They stated that they were confident in the safety of their meters, spoke of their opt out meters and told us that analog meters are no longer available to DTE customers (at the time we had a well working analog meter on our home.) They stated that the MPSC has approved their opt-out plan and that customers could have a non-transmitting (radio-off) meter only. They also stated that the terms under which we accept our electrical service do not permit us, or any customer to unilaterally select individual component pieces of equipment used to deliver or measure electricity. They ended saying that they hope this addressed our concerns.

Enclosed- Letter dated October 17<sup>th</sup> 2014 from DTE to Pamela Wallace. In summary the letter stated that DTE has not received a response from us regarding their advanced metering program and that as of that day we had either not contacted them about their advanced metering program or had denied them access to their metering equipment. In the letter they said if they were not granted access (there was nothing preventing access) that they may interrupt our service within 15 days of the date on the notice.

Enclosed-Letter dated October 23, 2014 from our state representative Tom McMillan to DTE/Mr. McCormick. In summary the letter was regarding a number individuals contacting him about receiving letters from DTE threatening shut offs for not wanting a smart meter. He requested to know how many of these letters had been sent to customers and details about DTE's plans to shut off and if there were was any discretion for seniors.

Enclosed-Letter dated November 4<sup>th</sup>, 2014 from DTE/Mr. McCormick to Representative Tom McMillin. In summary the letter stated that there was a "small group of customers who have refused them access to their metering equipment located on their property." The letter cited MPSC Rule 460.137 which allows the utility to terminate service to a residential customer where the customer has refused access. The letter also spoke of customers utilizing websites that advocate violating Michigan law and their effort to address customers concerns by offering a radio off meter.

Enclosed-Letter dated September 22, 2015 from DTE to Pamela Wallace. In summary the letter stated that the MPSC has approved an opt-out program. The letter also stated that they recently found a locking devise that prevented them access to their metering equipment and that this condition was unsafe for our family and neighbors. The letter stated that our electric service will be disconnected without further notice if we do not remove the locking devise and contact them immediately so that they can proceed with the installation of an advanced meter

which they stated is not optional and a requirement that customers must comply with.

Enclosed-Certified letters dated September 28, 2015 and sent via e-mail from Pamela Wallace to Joseph McCormick from Pamela Wallace and Dr. Laura Kovalcik. In summary, Pamela's letter responded to the concern about the locking devise and stated that both an electrical engineer and fire marshal were consulted and said the locking devise was not a safety issue. The letter asked Mr. McCormick for the specific safety issues associated with the locking devises so that we could understand and respond appropriately. The letter also re-stated Pamela's medical condition and asked what medical accommodations were being made for customers with health conditions that affected by the smart/opt-out meters. The letter from Dr. Laura Kovalcik provided Pamela's health diagnosis, causes and stated that due to her medical condition, that it was her professional medical opinion that Pamela would need an exemption from the advanced metering program and the ability to retain the use of an analog meter on her home/workplace. Dr. Kovalcik also offered in writing to answer any questions the utility might have and invited them to call. DTE did not contact Dr. Kovalcik.

Enclosed-September 2015 Phone call from Pamela Wallace to DTE/Joseph McCormick. In summary Mr. McCormick was on vacation and Pamela spoke with Mrs. Ward. Pamela relayed all of the info contained in the certified letter dated September 28<sup>th</sup>, 2016. Regarding the locking devise, Mrs. Ward relayed that she thought the issue was fire danger and said that since the fire marshal and electrical engineer had ruled that out, that she did not know the reason the locking devise was a problem. She said that she would tell Mr. McCormick that Pamela called and that he would call her back with answers to all her questions. Mrs. also said that they would not interrupt Pamela's power. Mr. McCormick did not contact Pamela Wallace.

Enclosed-Letter dated July 25, 2016 from DTE to Pamela Wallace. The letter is the same letter as was sent by DTE on September 22<sup>nd</sup> 2015 and stated that the MPSC has approved an opt-out program. The letter also stated that they recently found a locking devise that prevented them access to their metering equipment and that this condition was unsafe for our family and neighbors. The letter stated that our electric service will be disconnected without further notice if we do not remove the locking devise and contact them immediately so that they can proceed with the installation of an advanced meter which they stated is not optional and a requirement that customers must comply with.

Phone Calls-August 2016. After receipt of July 25, 2016 letter (while on vacation) while away Pamela made a number of calls to DTE who stated that she was on a shut off list, shut offs were happening that week and that the company would not guarantee that Pamela's power would not be shut off while she was gone. Pamela relayed that she had spoke to Mrs. Ward from Joseph McCormick's office and that he was to call her back regarding the issue. Pamela was then informed that Joseph

McCormick had retried. DTE also stated that they were mandated by the MPSC to install smart meters. Pamela called the MPSC who said that they did not mandate the installation of smart meters and that DTE was a business and able to install any equipment they chose.

Enclosed-Letter dated August 10, 2016 from the Michigan Agency For Energy to Pamela Wallace thanking Pamela for contacting them with her concerns. In summary, the letter stated that DTE is a business and is able to choose the equipment they use to serve their customers and the DTE has made the decision to use smart meters. The letter also referenced the locking device and R 460.137 Shutoff permitted. The letter also speaks to the opt-out program, issues regarding the health, safety and privacy of the meters. The MPSC cited organizations in the health community who find low level radiation safe and provided a link to additional information at their website.

Enclosed- Letter dated August 22, 2016 from Pamela Wallace to DTE/Principal Holder. In summary the letter re-states info about Pamela's medical condition, her doctors letters and recommendations for her inability to have a smart-opt/out meter on her home/workplace. The letter asks for a medical accommodation and states, that we have a well working analog meter. The letter asks if DTE is unable to provide a medical accommodation to share another energy provider who might be able to. The letter also speaks to the ongoing communication with DTE on this issue, states a number of questions where answers were requested but not been answered by the utility and again asked for those answers in writing. The letter also states that Pamela is on the disconnect list and requests that this be suspended until questions have been answered and upon receiving those answers that there was time granted for review.

Enclosed-video/Rep. Glenn- November 28, 2016. DTE arrives to disconnect. Pamela shares there is a medical condition. Installers state that this information had not been shared with them. They also shared that needed communication between the company and installers is not always adequate. Due to the medical circumstances the installers left and did not disconnect.

Enclosed letter/video/photo-November 29, 2016, DTE arrives to disconnect. In summary, Pamela asks if there is anything she can do to prevent disconnect and is told to call DTE. Pamela was provided with a letter from DTE stating why the power was being shut off. Pamela calls DTE and accepts opt-out meter "under duress." DTE representative refuses to speak to the disconnect crew to let them know Pamela has accepted opt-out meter under duress. Pamela tells the disconnect crew that she has accepted the opt-out meter and they refuse to contact DTE to verify. Disconnect crew, cuts electrical line and interrupts power. Two hours later DTE installer came to install opt-out meter. He installed an opt-out meter and put several locking devices on our meter box (see DTE letters dated 9-22-15 and 7-25-16 regarding DTE's official written statement regarding the safety locking devices.) 36 Hours after disconnect power was restored.

Letter dated November 30, 2016 from DTE to Pamela Wallace. In summary the letter stated that DTE will begin installing advanced meters in our area and that we had the choice between a smart or opt-out meter. This is the same letter we received on November 1, 2011.

This is our solemn testimony.

Thank you,

Pamela Wallace

*Pamela Wallace* 11/16/18

Andrew Krupp

*Andrew Krupp* 11/16/18



11/01/2011

H  
AME\*\*T015\*2\*\*\*\*\*AUTO\*\*5-DIGIT 48307  
PAMELA B WALLACE  
168 CLOVERPORT AVE  
ROCHESTER HILLS MI 48307-2712



Regarding: 168 CLOVERPORT AVE ROCHESTER HILLS MI 48307-2712

Dear DTE Energy Customer:

In the next few weeks, DTE Energy will begin installing advanced metering in your area. This will include changing your electric meter at no cost to you.

This upgrade is part of DTE Energy's SmartCurrents program to upgrade the electricity delivery system in Southeastern Michigan. Advanced metering is a key component of this program. Changing your meter is a first step in giving you new tools to help you use energy economically, efficiently and effectively.

— You do not need to be present for the meter upgrade, unless your meter is inside your home or business, or inaccessible. If we need you to assist us, we will notify you.

If you operate **life-support or other sensitive equipment** in your home that DTE Energy may not be aware of, please call us at **800.477.4747**. We will contact you to coordinate installation.

— In most cases, installation of your new electric meter is simple and quick, requiring a brief, five-minute interruption to your electric service. During the initial installation period, a meter reader will continue to read your meter until your neighborhood is fully upgraded. We will compare the meter reader's reading to the advanced meter reading as part of an extensive quality assurance testing to ensure accuracy.

While you may not see a change in service initially, the benefits, as we continue to install the complete advanced metering system, include:

- Remote reading of your electric meter, which will allow us to read your meter without entering your property or interrupting your personal schedule
- Elimination of the vast majority of estimated bills
- Automatic detection of outages at your home or business
- 24-hour access to your daily energy use information
- New rates and programs that will help you save money and energy

Our SmartCurrents program and advanced metering are creating the path to your home's energy future. For more information, please visit our SmartCurrents website, [smartcurrents.com](http://smartcurrents.com), and also [dteenergy.com/advancedmeter](http://dteenergy.com/advancedmeter), or advanced metering website. We look forward to providing you with this new technology.

Sincerely,

The Advanced Metering Team

Advanced Metering Team  
DTE Energy Company  
One Energy Plaza  
Detroit Michigan 48226

Pamela Brattton Wallace  
Andrew Krupp  
168 Cloverport Ave.  
Rochester Hills MI. 48307

Via Certified Mail

Friday June 28, 2013

Dear DTE,

We are writing due to our concerns regarding the health and biological effects of the smart/advanced meters and to make arrangements with you to keep our current analog meter on our home. We have been DTE customers in very good standing for over 30 years.

We have been studying the biological effects of radio frequencies, non- ionizing radiation and what is referred to as dirty electricity or power quality for a number of years and are well versed in the discussions and the science behind these effects. We have reviewed many reports from independent scientist all over the world and the concerns about the biological effects from the above-mentioned are not new. We are also well versed in the discussion regarding smart/advanced meters that have been arising in the United States and around the world. Our letter is not to debate whose science is correct or which to believe, we would just like to confirm what we are sure you already know, that the safety of these meters has not been established by many of the scientific studies done on them and because of this and some of the demonstrated biological effects, many scientists and laymen around the world remain very concerned about them.

Currently in Michigan like in another parts of the US and world there are many people who remain and will continue to remain diligently working on this issue. They will to continue creating legislation, taking legal actions and educating others regarding the established concerns with the smart/advanced meters. This is something will undoubtedly continue until DTE allows Michigan residents to retain an analog meter (as has happened in many other states) or there has been a final ruling by either the Michigan Supreme Court or the US Supreme Court. Given this, there are many years of discussions, legal rulings and legislations before us. With this in mind the recent MPSC ruling and the recent appeal of that decision should be viewed as the first steps in a long legislative and legal process rather than a mandate or an end point. And until that end point is reached it seems wise for DTE (with regards to finances and preserving its reputation and relationship with its customers) to continue implementing the smart/advanced meter program on a voluntary basis only and allow residents to keep their analog meters.



There are many Michigan residents wanting to keep their analog meters and they have many reasons for this decision. Many are biologically affected by them and become ill. Many want the choice to bring in technologies that have not fully been demonstrated as safe into their homes (like cell phones, microwaves, etc.) rather than being forced to do so.

While your enthusiasm regarding the smart meter program and its benefits given your perspective is understood, we also ask you to understand that other well informed, intelligence minds have not reached the same conclusions about this technology as you have. Given this, it would go a long way for DTE to acknowledge this by simply allowing residents the choice. You may find that through time as trust develops and more information comes to light, that some will eventually choose to opt in to this program. In this case the implementation of the program is done with respect to the concerns of your customers and it maintains the trust and working relationship you have with them for the long term. This also keeps the company in good standing with customers regarding implementing future programs. Conversely, forcing residents (and it is important to know there have been numerous reports of residents feeling/being bullied by DTE regarding this program) really results in a loss of respect, hard earned reputation, loss of money, and a long lengthy and damaging legal and legislative battle that promises to go on for years. In reflection maybe this is a good time to take a look at what has been happening across the country and simply allow people the choice to opt in to the program and to retain their analog meters should they choose to. In all honesty this option absolutely makes the most sense at this time.

Thank you and most sincerely,

Pamela Bratton Wallace and Andrew Krupp

\*Because of the above- mentioned concerns we remain unable to give DTE our consent to put a smart/advanced meter on our home. We have been on record with DTE as refusing a smart meter or meter upgrade since November 8, 2011. Our reference number is #100140472.

\* Also with regards to analog meters, thankfully they are still in production and will be as long as there is a market for them. Unavailability is not currently an issue and it is one that can be addressed if that changes. And since it is legal in the state of Michigan for residents to do their own meter readings, many are very willing to provide that service to you. That certainly could be a provision of keeping the analog meter.



**DTE Energy**

**IMMEDIATE REPLY REQUIRED**

July 25, 2013

PAMELA B WALLACE  
168 CLOVERPORT AVE  
ROCHESTER HILLS, MI 48307-2712

**RE: 168 CLOVERPORT AVE ROCHESTER HILLS MI 48307**

Dear PAMELA B WALLACE:

This letter is being sent to inform you that the Michigan Public Service Commission ("MPSC") has approved DTE Electric Company's proposed plan to offer residential customers an opt-out of our Advanced Metering Infrastructure (AMI) Program.

Customers who choose to participate in the Opt-Out Program will have a non-transmitting (radio-off) digital meter installed.

Our records indicate that you expressed an interest in participating in the Opt-Out Program. If you would like to participate in this program, you must meet the following requirements:

- Be a residential customer
- Be the DTE Electric customer of record at the site address listed above
- Agree to pay the following fees:

**\$67.20 AMI Opt-Out Initial Fee**

**\$9.80 AMI Opt-Out Monthly Charge**

These fees will be assessed for each site address participating in the Opt-Out Program.

Customers who participate in the Opt-Out Program will not receive the benefits that the advanced metering technology has to offer, such as:

- Access to your energy usage information
- Automatic power outage detection
- Fewer estimated bills
- Remote reading of your electric meter

Please contact us at **1-800-477-4747** if you wish to enroll in the Opt-Out Program. If you do not contact us to enroll in the program, we will proceed with the installation of the new advanced meter.

Thank you for being a valued DTE Electric customer.

Sincerely,

The Advanced Metering Team

Advanced Metering Team  
DTE Energy Company  
One Energy Plaza  
Detroit Michigan 48226

Pamela Bratton Wallace  
Andrew Krupp  
168 Cloverport Ave.  
Rochester Hills MI. 48307

Via Certified Mail

Wednesday September 5, 2013

Dear DTE,

We returning from our summer vacation and came home to your letter dated July 25, 2013 regarding your smart meter opt- out program. In your letter you expressed that if we did not enroll in the program, that would you be installing a new advanced meter on our home.

As stated in our last certified letter dated 6- 28-13 we are unable to give DTE our consent to replace our analog meter and install a smart meter or meter upgrade. We are going to wait until there is a final ruling through the state/federal courts regarding this issue. We remain on record with DTE as refusing a smart meter or meter upgrade since November 8, 2011. Our reference number is #100140472.

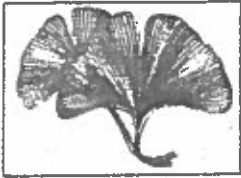
In our household Pamela like many others is electro-sensitive and has physical/biological effects from electronic devices, which we limit in our household. She has insomnia, nausea and blood sugar fluctuations associated with exposer, which significantly impacts her daily life. Because of this we have to keep an analog meter on our home. It is the only option safe option that does not cause the above effects. Our physician is preparing documentation of these effects that will be sent for your records. Please not that your current opt-out option is not a safe choice for our family and many others who are electro-sensitive.

While we are not accepting the opt-out (any meter upgrade) at this time, we will be happy to pay \$9.80 monthly fees (outlined in your letter) associated with reading our analog meter and you have permission to add it to our monthly bill at this time. We are also happy to call in a reading of our meter monthly if this would be preferential.

Thank you and most sincerely,

Pamela Bratton Wallace and Andrew Krupp

CC. Eric Tucciarone Corbet, Esssal, Tucciarone P.L.L.C; Bill Schuette



**The Downing Clinic, P.C.**

Laura Kovalcik, D.O., F.A.C.O.I.  
Board Certified – Internal Medicine

September 12, 2013

Re: Pamela Wallace D.O.B. 02/10/63

To Whom It May Concern:

This letter is concerning my patient Pamela Wallace. She has had unexplained symptoms for many years. If she goes into electronic stores such as Best Buy or if she is exposed to cell phones or microwaves she has an immediate drop in blood sugar, she becomes nauseated and has insomnia. Upon learning about electromagnetic frequencies she has been able to correlate her symptoms to exposure.

Ms. Wallace has been able to limit her symptoms by limiting her exposure. She cannot tolerate a "Smart" meter or Advanced meter on her home or workplace. She must be allowed to have an analog meter.

If you have any questions please do not hesitate to call.

Sincerely;

Laura Kovalcik D.O.

Advanced Metering Team  
DTE Energy Company  
One Energy Plaza,  
Detroit, MI 48226

Pamela Wallace/Andy Krupp  
168 Cloverport Ave.  
Rochester Hills, MI  
48307

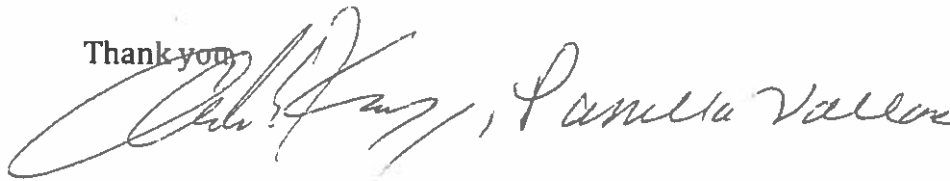
Via: US Certified Mail

September 25, 2013

Dear DTE,

As referenced in our last certified letter dated 9-5-13 is an enclosed copy of a physicians letter from Dr. Laura Kovalcik D.O. stating that Pamela Wallace is sensitive to and physically impacted by electronic devises. Due to this, Dr. Kovalcik states that Pamela Wallace cannot tolerate a smart or advanced meter on her home and will need to maintain her analog meter.

Thank you,

A handwritten signature in cursive script, appearing to read "Andy Krupp, Pamela Wallace".

Andrew Krupp and Pamela Wallace

C.C Tom McMillin, Bill Schuette

DTE Energy Company  
One Energy Plaza, Detroit, MI 48226-1221



**DTE Energy**

January 29, 2014

Ms. Pamela B Wallace  
168 Cloverport Ave.  
Rochester Hills, MI 48307-2712

Dear Ms. Wallace:

You recently contacted us regarding the installation of a new advanced meter. We want you to know that DTE Energy values you as a customer and genuinely appreciates your concerns.

DTE is currently upgrading all of its residential and commercial meters to advanced meters. The enclosed brochure has information on our program. You may also find additional information and answers to more specific questions on our web site at [www.dteenergy.com](http://www.dteenergy.com).

DTE remains confident in the safety, security and benefits provided by advanced meters. However, some customers have requested to have the ability to opt-out of our advanced meter program. In this case, residential customers that choose to voluntarily opt-out of this program may do so by calling DTE Energy at 1-800-477-4747. As a participant of the Opt-Out Program, the following fees will be assessed to your account:

- \$67.20 AMI Opt-Out Initial Fee
- \$9.80 AMI Opt-Out Monthly Charge

Please be advised that analog meters are no longer available to DTE customers. Analog meters are obsolete and currently not in production. The Michigan Public Service Commission has approved DTE's Opt-Out Program to allow customers to have a **non-transmitting (radio-off) digital meter, only**. The terms under which you accept your electrical service do not permit you, or any customer, to unilaterally select individual component pieces of equipment used to deliver or measure electricity.

We hope this information answers your questions and alleviates your concerns, and we thank you for taking the time to contact us.

Sincerely,

A handwritten signature in dark ink, appearing to read "Joseph A. McCormick". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

The Advanced Metering Team



October 17, 2014

PAMELA B WALLACE  
168 CLOVERPORT AVE  
ROCHESTER HILLS, MI 48307-2712

**RE: 168 CLOVERPORT AVE, ROCHESTER HILLS, MI 48307-2712**  
**Meter Number 3738621**

Dear PAMELA B WALLACE:

We are sending this letter because we have received no response to our previous correspondence and/or field visit(s) regarding our Advanced Metering Infrastructure (AMI) Program. As of today, you have either not contacted us to enroll in the Opt-Out Program and/or have refused us access to our metering equipment.

It is imperative that we gain access to our metering equipment located on your property. As stated in the Company's Standards and Billing Practice Rule approved by the Michigan Public Service Commission - **C5.4 - Access to Premises** "*As a condition of taking service, authorized employees and agents of the Company shall have access to the customer's premise at all reasonable hours to install, turn-on, disconnect, inspect, read, repair or remove its meter ... Failure of the customer to comply ... may result in termination of service after due notice*".

If access is not granted, DTE Electric may interrupt your electric service **WITHIN 15 CALENDAR DAYS** of the date on this notice. If service is interrupted, you will be required to pay a reconnect fee to have your service restored.

To prevent interruption of your electric service, please call us at **1-800-477-4747** to arrange to have the new advanced meter installed and/or enroll in our Opt-Out Program. Please note that providing access to our metering equipment is **not optional** - it is a requirement with which customers must comply. We appreciate your cooperation.

**IF THE METER EXCHANGE HAS ALREADY BEEN COMPLETED AT THE ABOVE ADDRESS, PLEASE DISREGARD THIS NOTICE.**

Thank you for being a valued DTE Electric customer.

Sincerely,

The Advanced Metering Team



45TH DISTRICT  
STATE CAPITOL  
P.O. BOX 30014  
LANSING, MI 48209-7514  
PHONE: (517) 373-1773  
TOLL-FREE: (888) 968-0450  
FAX: (517) 373-5838  
E-MAIL: tomcmillin@house.mi.gov

MICHIGAN HOUSE OF REPRESENTATIVES

**TOM McMILLIN**  
STATE REPRESENTATIVE

COMMITTEES:  
CHAIR, OVERSIGHT  
CHAIR, JOINT COMMITTEE ON  
ADMINISTRATIVE RULES  
EDUCATION  
FINANCIAL LIABILITY REFORM  
REGULATORY REFORM

October 23, 2014

Joseph A. McCormick  
Manager, Advanced Metering Program  
1 Energy Plaza,  
Detroit MI 48226

Dear Mr. McCormick,

My office has received numerous contacts recently from individuals that have received letters from DTE threatening electric shutoff, due to refusal to allow DTE personnel to install a Smart Meter. I would like to know how many of these letters have been sent to customers over the past year. Does DTE plan to follow through on what these letters state, which is that you will shut off a customer's power and if so, when? Have there been any shutoffs like these during the past year? Will there be any discretion given for elderly citizens or homes with young children?

This issue is important to many of my constituents. As the Manager of the Advanced Metering Program, I presume you have the answers to these questions readily available, therefore, please forward my office the requested information within 8 business days.

Sincerely,

Tom McMillin  
State Representative 45th District

cc: Representative Aric Nesbitt  
cc: Senator Jim Marleau  
cc: Attorney General Bill Schuette  
cc: John Quackenbush, MPSC  
cc: Mark Stadt, DTE





November 4, 2014

Representative Tom McMillin  
45<sup>th</sup> District  
State Capitol  
P.O. Box 30014  
Lansing, MI 48909-7514

Dear Mr. McMillin

Thank you for taking the time to share your concern with us regarding the letter that DTE Energy sent to customers as it relates to our Advanced Metering Infrastructure (AMI) Program. The letter you referenced was recently sent in response to a small group of customers who have refused us access to our metering equipment located on their property.

Michigan Public Service Commission (MPSC) Rule 460.137 provides that *"a utility may shut off or terminate service to a residential customer...[where]...[t]he customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises, or for the removal of a meter."*

Further, the Company's Standards and Billing Practice Rules that have been approved by the MPSC provide: *C5.4 - Access to Premises "As a condition of taking service, authorized employees and agents of the Company shall have access to the customer's premise at all reasonable hours to install, turn-on, disconnect, inspect, read, repair or remove its meter... Failure of the customer to comply... may result in termination of service after due notice"*.

Many of these customers have referenced websites that advocate violating Michigan law. The websites suggest that customers place locks on our current meters to prevent the installation of our new advanced meter. Further, these websites suggest to customers that removing our meters and replacing with their own meter is legal. But, it is NOT legal. (Reference MCL 750.383a). Electric and gas meters are owned, operated and maintained by DTE Energy. Obstructing, performing any unauthorized work on or tampering with meters is dangerous and against the law.

In an effort to address customer concerns regarding AMI, the MPSC approved an Opt-Out Program on May 15, 2013, allowing customers to have a non-transmitting (radio-off) digital meter installed. In order to participate in this program, the customer must meet the following requirements:

- Be a residential customer
- Be the DTE Electric customer of record for that site
- Agree to pay an initial one-time fee in the amount of \$67.20 and \$9.80 per month

In the letter, the Opt-Out Program option was offered and we will be happy to enroll any residential customer who contacts us to request enrollment.

Please note that providing access to our metering equipment is not optional - it is a requirement that customers must comply with, regardless of reason. We hope you will work with us to assure that all customers, including your constituents, provide us access to our metering equipment located on their property for this upgrade program. We appreciate any help you may provide.

Sincerely,

A handwritten signature in black ink that reads "Joseph McCormick". The signature is fluid and cursive, with a long horizontal line extending from the start of the name.

Joseph McCormick  
Manager, AMI



**DTE Energy**

September 22, 2015

**IMMEDIATE REPLY REQUIRED**

Pamela B. Wallace  
168 Cloverport Ave.  
Rochester Hills, MI 48307-2712

**Regarding: 168 Cloverport Ave, Rochester Hills, MI**

Dear Ms. Wallace:

This is a follow-up to our letter informing you that the Michigan Public Service (MPSC) approved DTE Electric Company's proposed plan to offer residential customers an opt-out of our Advanced Metering Infrastructure (AMI) Program. Our letter provided you with the requirements for opting out and instructions to contact us if you would like to participate in the Opt-Out Program. Additionally, the letter clearly stated that if you do not contact us to enroll in the Opt-Out Program, we will proceed with the installation of the advanced meter.

During a recent visit to the above address, we found that a locking device was installed that prevented us access to our metering equipment. This condition is unsafe for your family and your neighbors. Pursuant to Michigan Public Service Commission (MPSC) Rule 460.136, a utility may shut off service temporarily for reasons of health or safety. For these reasons, your electric service will be disconnected without further notice if you do not remove the locking device and contact us immediately so that we can proceed with the installation of the advanced meter. If your service is interrupted, you will be required to pay a reconnect fee to have your service restored.

To prevent interruption of your electric service, please remove the locking device and call us at 313-235-5996 to arrange to have the new advanced meter installed.

If you would like to enroll in our Opt-Out Program, make us aware of that decision when you contact us so that a non-transmitting advanced meter can be installed.

Please note that providing access to our metering equipment is not optional-it is a requirement that customers must comply with, and we appreciate your cooperation.

Thank you for being a valued DTE Electric customer.

Sincerely,

Joseph A. McCormick  
Manager, Advanced Metering Program

September 28, 2015

Sent via e-mail and U.S Mail

Dear Joseph McCormick,

I received your letter dated 9/22/15 (copy enclosed) on Friday 9/25/15 and I wanted to get back in touch with you about the concerns that you presented in the letter and some questions that I have, that I hope you can help with, about the safety and other concerns that you shared.

First, I appreciate you letting me know that the locking device on my meter creates an unsafe environment for my home and neighbors. When I received this information from you via your letter, it was after your business hours on Friday so I was unable to call the number you provided with my resulting questions regarding the safety issues you mentioned. Thankfully, I have family members who are electricians and electrical engineers and I was able to call them to inquire about the safety issues. They told me that from an electrical standpoint that a locked meter/locking device does not present any safety issues that they could identify. They relayed that meter boxes are locked in some places to prevent meters from theft or sometimes meters are inside locked homes. They assured me that there was no electrical safety risk with a locking device. Given this, they surmised that you must have been referring to a possible safety issue with regards to fires and suggested I that call my fire department and inquire with them.

I called my fire department in Rochester Hills and spoke to a fire Lieutenant. He also assured me that a locked meter box/locking device does not pose a safety risk with regards to fire. He relayed that during fires they often deal with locked meters and meters locked in homes and that as first responders, they have all the tools necessary to deal with removing locks and any other obstacles that they might find when arriving at the scene of a fire. He thought that you must be referring to a safety issue on the electrical end and I relayed to him the information I had received from the electrician and electrical engineer and we were all a bit confused and needing some more clarification.

Since we were unable to identify the safety issues with our electrical and fire professionals, could you please specify them more clearly for us so that we may understand and responds to them appropriately? Thank you very much.

With regards to this, I did have another concern that I wanted to share. Our meter box has been locked for almost two years now and because we have an analog meter (due to health reasons) our meter is read by a meter reader, several times a year. I am wondering why we are just learning of this and have not been notified that our

locked meter was a safety issue for us and our neighbors until now? Could you be of help us with this information as well?

As I noted above we have our analog meter due to my health issues. An analog meter is the only type of meter that I can physically tolerate. My entire life I have had very strong physiological responses to non-ionizing and ionizing radiation, EMF's and RF's and I have had to significantly limit my exposure to them in my daily life (no microwaves, wireless devices or internet, phones, etc.) When the advanced AMI metering/smart metering program (including your current opt-out meter because of the RF's and power quality) came to our area, I was in touch with DTE about my need to continue with an analog meter for these reasons. I have had several correspondences by mail and phone about my need to retain the use of an analog meter for my health reasons. Included in those correspondences with DTE is a letter from my Doctor, Dr. Laura Kovalick dated 9/12/13 and a recent letter I am enclosing now dated 9/28/15. Both letters state that because of my health condition that I am unable to tolerate a smart meter or current opt-out meter on my home, property or workplace. I have enclosed both letters for your review.

Because of the situation with my health, I am wondering if you can help me with another question as it relates to the services that you provide. What provisions/accommodations/options is DTE currently making for their customers with documented health effects from the microwave radiation from the smart meters and the RF's and power quality with the current opt-out meters? I have been unable to find this information anywhere and hope you can be of help with this as well. I know there is a percentage of the population here in Michigan who are effected by radiation, EMF's, RF's and power quality to the extent that I am and cannot physically tolerate metering options other than analog. Can you share what those other options are for your customers in this position? I will need to utilize those other alternatives (to the smart/AMI and current opt-out meter) due to my medical condition that you have in place to accommodate this. I appreciate you providing me with this information so I can share it with my physician and we can chart my best course forward with regards to my health.

In your letter you also expressed concerns over access to the meter. I will gladly and always provide access to the meter. If you need access, please call me at 248-651-4439 and we can set up an appointment when I will be home to provide access. I cannot give my permission for a smart/advanced meter or opt-out meter to be installed on my home for all the reasons stated above but I will work with you to find an acceptable solution.

Additionally, your recent letter stated that my electric service would be interrupted if I don't remove the locking device and contact you immediately. I hope this contact and information contained in this letter has been helpful and will alleviate this action. I also hope it will allow us to continue this conversation towards a positive and appropriate resolution. I will be following up this week with a phone call to further discuss my available options.

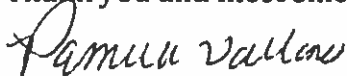
Lastly, I am leaving the area for a family reunion on Friday October 2nd until next Tuesday October 6<sup>th</sup> 2015. I ask that you do not take any action such as those outlined in your letter, such as changing my electric meter or discontinuing my electrical service in my absence and I also request that you do not take any action, such as changing my electric meter or discontinuing my electrical service until we have explored the questions contained within, I have received the needed answers to my questions contained within and we have together found a workable solution.

Again I thank you for your help with this, electricity is an essential resource that needs to be available to everyone regardless of their health status. If it turns out that DTE has limits that make it unable to serve my needs as an energy provider due to my health condition, I am happy to consider working with another energy supplier that would be able to address my specific and special needs, should that be easier or one of the options that is available.

I ask that you please write me back with your responses to the questions and information that I have shared in this letter.

I do sincerely appreciate your help and understanding with this issue. Perhaps you have had someone you love that has struggled with a significant health issue of some kind. If you have, I am sure that you know how hard it is to have to fight for your health and well being and how after doing so, how very, very precious your health becomes to you.

Thank you and most sincerely,



Pamela Wallace

168 Cloverport Ave.  
Rochester Hills MI.  
48307  
248-651-4439

P.S We heard that there was a new house bill that will provide Michigan residents with an analog choice metering option. We are glad that you are taking step and I think you can see from my letter/circumstance, and I am sure the circumstances of others that this will be very helpful.



**The Downing Clinic, P.C.**

Laura Kovalcik, D.O., F.A.C.O.I.  
Board Certified – Internal Medicine

September 28, 2015

Re: Pamela Wallace, D.O.B. 02/10/63

To Whom It May Concern:

This letter is concerning my patient Pamela Wallace and her physical condition in relationship to radiation, electromagnetic fields and radio frequencies. I wrote another letter on this topic (enclosed) with specific person medical information about Pamela on 9/12/13. I have been advised that this letter in addition to being on record in my office is also on record with Pamela's attorney, DET Energy and the State Of Michigan. The letter outlined the physiological symptoms that Pamela experiences as a reaction to radiation, electromagnetic fields and radiofrequencies. In the letter I stated that due to Pamela's physical response to the above mentioned, that she cannot tolerate a "SMART or advanced AMI meter, or opt out meter" on her home, workplace or property and that Pamela must be allowed to maintain an analog meter on her home, workplace or property in order to limit her symptoms and maintain her health and well-being.

I am writing again today to re-assert these facts and my medical opinion that due to Pamela's response to the above mentioned that she will not be able to tolerate anything but an analog meter on her home, workplace or property. Pamela is one of a percentage of our population who is physiologically extremely sensitive to radiation, electromagnetic fields and radio frequencies and had chronic physical symptoms when exposed to them. The medical diagnosis code for her medical condition is as follows:

**2011 ICD-9-CM Diagnosis Code E926.0, Exposure to radiofrequency radiation**

Applies to:

**Overexposure to:**

High-powered radio and television transmitters

Industrial radiofrequency induction heaters

Radar installations

**Radar radiation from:**

High-powered radio and television transmitters

Industrial radiofrequency induction heaterd

Radar installations

**Radiofrequency from:**

high-powered radio and television transmitters

industrial radiofrequency induction heaters

radar installations

**radiofrequency radiation (any) from:**

high-powered radio and television transmitters

industrial radiofrequency induction heaters

radar installations

This is an ongoing medical condition that Pamela address by significantly limiting her exposure to the above and for these reasons in order to maintain her health Pamela will need an exception to the current DET Energy SMART meter or opt-out metering program and all utility SMART meter programs and will need to retain the use of analog meters on her home and workplace.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Laura Kovalcik', with a long horizontal flourish extending to the right.

Laura Kovalcik, D.O., F.A.C.O.I.





**DTE Energy**

July 25, 2016

**IMMEDIATE REPLY REQUIRED**

Ms. Pamela B. Wallace  
168 Cloverport Ave  
Rochester Hills, MI 48307-2712

**Regarding: 168 Cloverport Ave, Rochester Hills MI 48307-2712**

Dear Ms. Wallace:

This is a follow-up to our letter informing you that the Michigan Public Service (MPSC) approved DTE Electric Company's proposed plan to offer residential customers an opt-out of our Advanced Metering Infrastructure (AMI) Program. Our letter provided you with the requirements for opting out and instructions to contact us if you would like to participate in the Opt-Out Program. Additionally, the letter clearly stated that if you do not contact us to enroll in the Opt-Out Program, we will proceed with the installation of the advanced meter.

During a recent visit to the above address, we found that a locking device was installed that prevented us access to our metering equipment. This condition is unsafe for your family and your neighbors. Pursuant to Michigan Public Service Commission (MPSC) Rule **460.136**, a utility may shut off service temporarily for reasons of health or safety. **For these reasons, your electric service will be disconnected without further notice if you do not remove the locking device and contact us immediately so that we can proceed with the installation of the advanced meter.** If your service is interrupted, you may be required to pay a reconnect fee to have your service restored.

To prevent interruption of your electric service, please remove the locking device and call us at 1.800.441.6698 to arrange to have the new advanced meter installed. Our office hours are Monday – Friday from 8:30 a.m. to 4:30 p.m.

If you would like to enroll in our Opt-Out Program, make us aware of that decision when you contact us. This program allows for a non-transmitting, (radio off) advanced meter to be installed and the following fees will be assessed to your account.

- \$67.20 AMI Opt-Out Initial Fee
- \$9.80 AMI Opt-Out Monthly Charge

**Please note that providing access to our metering equipment is not optional-it is a requirement that customers must comply with, and we appreciate your cooperation.**

Thank you for being a valued DTE Electric customer.

Sincerely,

DTE Energy



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
MICHIGAN AGENCY FOR ENERGY  
VALERIE J.M. BRADER  
EXECUTIVE DIRECTOR

SHELLY EDGERTON  
DIRECTOR

August 10, 2016

Pamela Wallace  
168 Cloverport Ave.  
Rochester Hills, MI 48307

Dear Pamela Wallace:

RE: Case No. 01479041

Thank you for contacting the Michigan Agency for Energy (MAE) regarding your concerns related to smart meters. This letter will update you with information about the Michigan Public Service Commission ("MPSC" or "Commission") investigation and order regarding the deployment of smart meters for electric service.

The MPSC's position is that DTE Energy is a business that is able to choose the equipment that they use to serve their customers. DTE Energy has made the decision to deploy smart meters to better serve their customers.

DTE Energy's smart meters measure and record the amount of electricity and/or natural gas used in a home or business, just like the electromechanical meters that have been working on homes and businesses for years. Instead of the gears and dials in older meters, advanced meters use digital technology and have no moving parts. The smart meter gives DTE Energy the ability to read the meter remotely. Once installation in an area is complete, DTE Energy will no longer need to enter yards, homes or businesses to read the meter. This will virtually eliminate the number of estimated bills received. Customers will also have access up-to-date energy usage information and will help DTE Energy pinpoint outages and respond more quickly.

DTE Energy stated that you have a locking device on your meter and have been notified that your service will be disconnected if you do not remove that device and contact their office to schedule your meter replacement. In the MPSC's Consumer Standards and Billing Practices for Electrical and Gas Residential Service, it states:

**R 460.137 Shutoff permitted.**

Rule 37. Subject to the requirements of these rules, a utility may shut off or terminate service to a residential customer for any of the following reasons:

- (e) The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises, or for the removal of a meter.

LARA is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.  
7109 W. SAGINAW HIGHWAY • P.O. BOX 30221 • LANSING, MICHIGAN 48909 • www.michigan.gov/energy • (517) 284-8330

**and requests a non-transmitting meter will pay the initial fee at the time they request this option but will not pay the monthly charge until transmitting meters are installed in their area.**

The Commission will continue to protect the interests of ratepayers by reviewing the expenditures associated with the program for reasonableness and prudence. DTE's filing can be viewed at [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc). Click to the left on E-Dockets, the docket number is U-17053.

Also, in the September 11, 2012 Order in Docket No. U-17000, the Commission opened a separate docket to deal with issues concerning customer data collection and privacy. On October 31, 2012, a new docket number was established by the Commission to address these issues, U-17102. DTE provided information and comments, and filed proposed customer data privacy tariffs in this case. On October 17, 2013, the Commission approved DTE's tariffs that govern these privacy issues that limit the collection, use or disclosure of any customer information to accomplishing primary utility purposes only. The utility must obtain informed consent from customers in advance if the utility wishes to collect, use or disclose customer information for a secondary, non-utility purpose. DTE must display a link to their customer data privacy tariff prominently on their website. This entire case can be viewed electronically. Please be sure to reference Docket No. U-17102.

The United States federal government and the international health community, including the World Health Organization, plus numerous independent studies have deemed low-level radio frequency (RF) to be completely safe. The Federal Communications Commission has adopted Maximum Permissible Exposure limits for radio transmitters of all types, including smart meters. These limits also include a prudent margin of safety. Even so, smart meters operate far below the limit. The RF waves used in smart meters are less than many familiar products including cell phones, televisions, microwave ovens, and wireless laptops.

Several reports providing additional information on the radio frequency of smart meters are available on the MPSC website at <http://www.michigan.gov/mpsc/0,1607,7-159-56137---00.html> (Smart Grid tab). Also, if you are interested in receiving updates on Detroit Edison's SmartCurrentsSM program, you are encouraged to sign up at <http://smartcurrents.com>.

Again, thank you for contacting the MAE and allowing me to assist you with your concerns. If you should have other utility-related complaints in the future, you may contact the utility company at their toll free number, or the MAE toll-free at 800-292-9555 or via e-mail at [www.michigan.gov/energy](http://www.michigan.gov/energy).

Sincerely,



Stephanie Williams, Regulation Officer  
Compliance & Investigation Section

August 22, 2016

DTE Energy Company  
c/o Principal(s) &/or Agent(s)  
One Energy Plaza  
Detroit, Michigan 48226

Re: Important Questions/Requests and Time Sensitive Issue(s)

To DTE Principal(s) and/or Agent(s):

My name is Pamela Wallace and I have been a DTE customer in excellent standing for 35 years. Both my physician, Dr. Laura Kovalcik D.O. and I each wrote to you last September 28, 2015 (letters enclosed) in response to a letter from DTE dated September 22, 2015(enclosed.) I have been in ongoing written and oral correspondence with DTE over the past 4 years regarding advanced metering (ami), both in regards to the wireless ami meter and the current opt-out meter as they relate to my personal health.

As stated in the September 28, 2015 letters to you, I am one of a small percentage of the population with a medical diagnosis of extreme sensitivities to electrical devices, radio frequencies (RF), especially including RF in the microwave bandwidth, etc. (diagnosis enclosed). Due to my medical condition, I am not able to have the ami meter on my home or workplace. Because of this health issue which is ongoing and can be disabling, I will need a metering accommodation from DTE and a utility meter that does not emit RF, microwave radiation or have a switch mode power supply. I am not affected by analog metering and it presents no health concerns at this time. I also currently have a well working analog meter on my home.

I have been told by people from DTE that DTE plans to replace all existing analog meters with ami meters. Under my specific circumstances I will not be able to participate in the ami program. It is my hope that DTE will join the several other electric companies (including Consumers Energy which currently has customers with a paid analog opt out) across the country that make an analog accommodation for those that have a documented medical condition and also in many cases, for their customers in general. This type of accommodation from DTE is essential here in South Eastern Michigan where DTE is the only electric energy provider and residents have no other choice with regards to where they receive their essential electric energy.

With regards to this, I have also been told by my state representative, that there is potential legislation to introduce the possibility of DTE and Consumers to be the only energy providers in Michigan. Should that legislation be considered for law, I am sure that DTE would want to be able to clearly demonstrate that they are able to meet the needs - including health accommodations- of the Michigan public, as I am sure that this will be a discussion point in this potential legislation.

In my September 28, 2015 letter, there were several questions that I have regarding the safety of locking devices and health accommodations that **DTE promised would be answered but I have not yet received answers to date. I am again requesting that you provide answers for all of these questions.**

After my September 28<sup>th</sup> 2015 letter, I placed a follow up call to Mr. McCormick's office on October 2, 2015. Mr. McCormick was on vacation and his assistant Mrs. Ward took my call, which reviewed the info in my September 28, 2015 letter, my physician's letter and the questions contained within. In our conversation I also again relayed that I would be happy to unlock the locking device if at any time DTE needed, upon appointment (due to my health condition and sensitive electronics within my home.) Mrs. Ward said that she took record of my call, what we discussed **and that Mr. McCormick would be calling me with regards to my questions and medical situation upon his return. I have not receive any return call back from Mr. McCormick and have recently learned he has since retired.**

There is an unsigned form letter from DTE (enclosed) dated July 25<sup>th</sup>, 2016 stating that DTE had just discovered the locking device on my meter. I assumed that this letter was sent in error because it was the same letter I had received last September and where I had prior correspondence with DTE about this same matter. In regards to the July 25<sup>th</sup> 2016 letter, I have had several subsequent phone conversations with DTE staff, which have also not provided any answers to these questions and concerns.

**I again request (and would be most appreciative) that all my questions within my September 28<sup>th</sup> 2015 letter be answered and addressed. Since that letter, and upon further research into the matter, some other questions have arisen that I am also requesting answers to.**

**The first is in regards to the ami meters and fires.** In my inquiries about the fire safety and locking devices on meters, I received information from both engineering and fire professionals/chiefs regarding fire concerns and the ami meters themselves (both "smart" and "opt-out" meters). **I am requesting any and/or all information including copies that DTE has to date about advanced meters and fires etc.**

**Also, I am requesting a complete copy of the written contract/agreement/terms etc. regarding the "opt-out" program etc.**

**Upon receiving answers in writing to all my questions as well as the written copy of the complete "opt out" agreement/terms etc., and copies of any/all issues regarding fires and the ami meters etc., I simply request a reasonable amount of time to review all the information, including the "opt-out" agreement and then I will contact you in regards to proceeding.**

Lastly, it is my understanding that I am currently on a “**disconnect list**” and request that under these extenuating circumstances that you suspend this action until we have had a chance to further review and consider this matter. I also request that you share this letter and correspondence with anyone within DTE who has both the authority and interest in this matter. Due the urgency of this matter I request that you contact me immediately and let me know that my power will not be interrupted while you take the necessary time to gather the information needed to respond to my questions.

Thank you, and I look forward to hearing from you soon.

Most Sincerely,

Pamela Wallace



**DTE Energy**

**IMMEDIATE REPLY REQUIRED**

November 29, 2016

Ms. Pamela Wallace  
168 Cloverport Ave  
Rochester Hills, MI 48307-2712

**Regarding: 168 Cloverport Ave, Rochester Hills, MI 48307-2712**

Dear Ms. Wallace:

**Your electric service has been interrupted for safety purposes. Please remove the locking device and call us at 1-800-441-6698 to arrange to have the new advanced meter installed and for power restore. Our office hours are Monday – Friday from 8:30 a.m. to 4:30 p.m.**

During a recent visit to the above address, we found that a locking device was installed that prevented us access to our metering equipment. This condition is unsafe for your family and your neighbors. Pursuant to Michigan Public Service Commission (MPSC) Rule **460.136**, a utility may shut off service temporarily for reasons of health or safety. For these reasons, your electric service has been disconnected. You may be required to pay a reconnect fee to have your service restored.

If you would like to enroll in our Opt-Out Program, make us aware of that decision when you contact us and a non-transmitting advanced meter will be installed.

**Please note that providing access to our metering equipment is not optional-it is a requirement that customers must comply with, and we appreciate your cooperation.**

Thank you for being a valued DTE Electric customer.

Sincerely,

*M. Howard* 10:25

DTE Energy

11/30/2016

AM1\*\*T012\*2\*\*\*\*\*AUTO\*\*3-DIGIT 483  
PAMELA B WALLACE  
168 CLOVERPORT AVE  
ROCHESTER HILLS MI 48307-2712



RE: 168 CLOVERPORT AVE ROCHESTER HILLS MI 48307-2712 and 297435800018

Dear Pamela B Wallace:

In the next few weeks, DTE Energy will begin installing advanced metering in your area. This will include upgrading the electric meter at your home or business. In most cases, installation of the new electric meter is simple, requiring a brief, five-minute interruption to your electric service.

You do not need to be present for the meter upgrade, unless the meter is inside your home or business, or inaccessible. A clear path must be provided for us to gain access to our outside and inside metering equipment, which will require all obstructions or obstacles to be removed prior to the meter upgrade.

During the initial installation period, a meter reader will continue to read the meter until your neighborhood is fully upgraded. If you operate **life-support or other sensitive** equipment that DTE Energy may not be aware of, please contact us at **800-477-4747**.

While you may not see a change in service initially, the benefits, as we continue to install the complete advanced metering system, include:

- Access to your energy usage information
- Automatic power outage detection
- Fewer estimated bills
- No need for us to enter your yard or business for meter reading
- Better integration of renewable energy sources

Be assured that the usage data obtained from the meter is fully encrypted and is only used for billing purposes. No personal data is collected or stored by the meter.

The Michigan Public Service Commission has approved a tariff allowing a non-transmitting meter provision commonly referred to as an Opt-Out Program for residential customers. Customers enrolled in the Opt-Out Program will have a non-transmitting, (radio off) digital meter installed and the following fees applied to their account:

- o \$67.20 AMI Opt-Out Initial Fee
- o \$9.80 AMI Opt-Out Monthly Charge

If you intend to enroll in the Opt-Out Program, please call **800.477.4747** to speak with a customer representative.

Our Advanced Metering program is creating the path to your home's energy future. For more information, please visit us online at [dteenergy.com/advancedmeter](http://dteenergy.com/advancedmeter). We look forward to providing you with this new technology and enhanced level of service.

Sincerely,

**The Advanced Metering Team**



**WARNING**  
**UNDERGROUND ELECTRIC SERVICE**  
ELECTRIC SERVICE TO THIS LOCATION IS UNDERGROUND  
PROTECT YOURSELF & YOUR ELECTRIC SERVICE  
CALL MISS DIG AT 1-800-482-7171 FOR CABLE LOCATION  
BEFORE EXCAVATING GRADING OR TRENCHING.



**WARNING**  
DO NOT ATTEMPT TO  
REMOVE THIS COVER  
UNLESS YOU ARE  
A QUALIFIED ELECTRICIAN

